



PARASOUND

Factory Recommended Update for Parasound Model 5250 Power Amplifier

February 13, 2008

Background

It has come to our attention that as presently configured, a very small number of the Model 5250 have failed, and these failures were accompanied by brief sparking and the release of smoke. There are only six reports of such Model 5250 failures and in each case the Model 5250 was installed, contrary to our instructions, in an unventilated cabinet with no provision for trapped hot air to escape.

None of the Model 5250 failures has resulted in any injury.

There are no reports of a Model 5250 failing in this way when it was installed according to our instructions in the Model 5250 Owner's Guide. The Model 5250 Owner's Guide can be found at http://www.parasound.com/pdfs/OWNER_GUIDE_5250.pdf.

Because of Parasound's dedication to quality and customer service, and the possibility that a properly installed unit may in the future be relocated to an installation lacking correct ventilation, we want to update every Model 5250, regardless of how it is installed, to reduce the possibility of future failures of this kind. **We strongly recommend that all owners of a Model 5250 send their sets to Parasound for this update as soon as possible.**

There is no charge for this update regardless of where you purchased your Model 5250 or if you purchased it new or used. Please note that even with these updates, it is essential that the requisite ventilation be provided for your updated Model 5250 before it is reinstalled.

How to Arrange For This Update - if You Reside in the USA

1. Please write down your Model 5250's 5 digit serial number. Your set's serial number is printed on the white bar code sticker on its rear panel.
2. After you have the serial number please contact the Parasound Technical Department. You can call toll-free, **1 866 770-TECH** between 8am - 4pm PST. *Please be prepared to tell us the serial number before you call.*

You can also send an email to <mailto:Model5250update@parasound.com>.

Please mention the following in your email:

Model 5250 serial number

Your name

Shipping address

Phone number

Email address

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3. Parasound's Technical Department will open a case number for your Model 5250. Please keep a record of this number. It is also your Return Authorization ("RA") number which you'll need to mark on the outside of the shipping carton. When you call or write to the Technical Department please confirm that you have the Model 5250's inner and outer cartons and foam packing inserts.

Note: We can only accept Model 5250s that are packed in correct Parasound double cartons with foam packing inserts because sets packed any other way are likely to be damaged during shipment.

4. **If you have the correct cartons and foam packing inserts** we will send you an envelope containing your return shipping label and printed shipping instructions by FedEx overnight. The charges for FedEx ground freight shipment to Parasound will be billed directly to Parasound. You do not have to pay for shipping.
5. **If you do not have the correct cartons and foam packing inserts** we will send you replacements at no charge by FedEx ground. The return shipping label and printed shipping instructions will be inside the inner carton. The charges for FedEx ground freight shipment to Parasound will be billed directly to Parasound. You do not have to pay for shipping.
6. After we receive your Model 5250, our Technical Department will promptly update it, test it thoroughly, and ship it back to you by prepaid FedEx ground freight.
We can only ship your updated set to a street address where you or someone you have designated is present to sign for the shipment.

If You Reside Outside the USA

Please write down your Model 5250's 5 digit serial number. The serial number is printed on a white sticker which is attached to its rear panel.

After you have the serial number please contact the Parasound Technical Department. You can call us at 1-415-675-7272 between 8am - 4pm PST.

You can also send an email to <mailto:Model5250update@parasound.com>.

Please mention the following in your email:

Model 5250 serial number

Your name

Shipping address

Phone number

Email address

Parasound will advise whom you can contact to have your Model 5250 updated.

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